**Role Profile**

**Operational – BCP Band E**

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| Competencies | |
| Managing, Leading and Developing Others | May act as a lead, allocating work and coaching others | |
| Contribute to and celebrate the success of the whole team | |
| Encourage and listen to new ideas from everyone and be positive about change | |
| Share open and honest feedback in a constructive manner | |
| Knowledge and Skills | NVQ 3 (or equivalent experience) relevant to the role | |
| Operational experience of specialised equipment and the safe application of procedures and techniques relevant to the role | |
| Good knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to own area of work | |
| Respond to a range of issues within set operational guidelines | |
| Creativity and Innovation | Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience | |
| Recognise and understand the impact of incidents arising, and develop solutions to a range of practical problems | |
| Relationships | Build supportive, positive and trusting relationships with others | |
| Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour | |
|  | Appreciate diversity in both customers and colleagues and consider their specific needs | |
| Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious | |
| Decision making | Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager | |
| Work Demands | Plan and organise own workload, including some prioritisation of non standard work | |
| Work requires physical effort and risk to personal safety | |
| Elements of work are likely to be performed in challenging environmental conditions | |